

THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION  
**DEPARTMENT OF  
TELECOMMUNICATIONS & ENERGY**

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**DEIRDRE K. MANNING**  
COMMISSIONER

Amy G. Rabinowitz  
Counsel  
Massachusetts Electric Company  
25 Research Drive  
Westborough, MA 01582-0099

RE: Massachusetts Electric/Nantucket Electric 2002 Service Quality Report, D.T.E. 03-20

Dear Ms. Rabinowitz:

On May 19, 2004, pursuant to G.L. c. 164, § 1E, Massachusetts Electric Company ("MECo") and Nantucket Electric Company ("Nantucket") (collectively, "Companies") filed with the Department of Telecommunications and Energy ("Department") their proposal for crediting their customers \$4,894,000 as a result of the Companies' failure to meet service quality ("SQ") benchmarks for the year 2002. The Companies propose a one-time per kilowatt hour ("KWH") credit of \$0.00253 per KWH (Companies' May 21, 2003 Letter at 1). The credit would issue during the July, 2004 billing cycle (id.). This proposal is consistent with the Companies' action regarding the 2001 SQ penalties.<sup>1</sup> Accordingly, we approve the

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<sup>1</sup> In 2003, the Companies implemented a one-month per KWH refund to the Companies' customers SQ penalties incurred for the year 2001.

Companies' filing dated May 19, 2004. The Companies are directed to return the 2002 SQ penalties to customers in accordance with the terms of that proposal.

By Order of the Department,

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Paul G. Afonso, Chairman

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James Connelly, Commissioner

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W. Robert Keating, Commissioner

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Eugene J. Sullivan, Jr., Commissioner

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Deirdre K. Manning, Commissioner